



# Frequently Asked Questions – Work and Development Orders

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## What is the role of approved organisations/health practitioners in the WDO process?

Clients of the State Debt Recovery Office (SDRO) cannot apply for a Work and Development Order (WDO) without the support of an approved organisation or a health practitioner.

Approved organisations/health practitioners are free to decide whose applications they wish to support, according to their own priorities, expertise and resources.

If an approved organisation/health practitioner wishes to assist a client with a WDO, they are responsible for:

- determining whether the client appears eligible for a WDO
- determining the most beneficial treatment or activities for the client to undertake for the WDO
- assisting the client to complete a WDO application
- providing or supervising treatment or activities under the WDO
- keeping copies of paperwork relating to the WDO (e.g. copy of application, timesheets for activities completed)
- submitting monthly, non-compliance and completion reports on the client's progress, using the self service portal.

## What is involved in supporting a WDO application?

An approved organisation/health practitioner needs to review the 'WDO Guidelines' to determine if a client is eligible to apply for a WDO.

Where an approved organisation/health practitioner makes a decision to support a WDO application, the application must include:

- the name, contact details and signature of the approved organisation/health practitioner, or their representative(s) certifying the application
- the identity and contact details of person(s) responsible for supervision of the proposed activities under the WDO.

The approved organisation/health practitioner and the supervisor do not need to be the same person.

The WDO application needs to describe the treatment or activity which the client proposes to do in order to reduce their fine debt, and the frequency at which they will do those activities.

If there are no suitable services or activities available in a client's area, or if the client does not have the capacity to complete any activities under a WDO, they should be directed to SDRO for further options.

## MORE INFORMATION



[www.sdرو.nsw.gov.au](http://www.sdرو.nsw.gov.au)

### Work and Development Order enquiries:



1300 478 879  
9:00 am – 5:00 pm, Mon. to Fri.  
Hearing or speech impaired users:  
TTY 133 677  
Speak and Listen 1300 555 727



(02) 6354 7271



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## Can a WDO be varied?

Yes, it is possible to apply to SDRO to vary an existing WDO. For example, if the WDO needs to be changed, alternative activities are to be undertaken, or the number of hours per week changes, send a written request to SDRO for consideration.

If you would like to apply to have new fines included in a WDO, this can be requested in writing via your approved organisation/health practitioner, advising if there are any changes to activities or hours.

The variation needs to be supported by the approved organisation/health practitioner that will be supervising the activities in question.

## If a WDO is issued, what's involved in supervising a WDO?

The approved organisation/health practitioner (in practice, the client's nominated supervisor) is responsible for keeping track of a client's participation and/or attendance in the activities as set out in the WDO.

The person supervising activities under a WDO will be required to submit monthly progress reports.

There are penalties for providing false or misleading information to SDRO. **Each approved organisation/health practitioner will need to establish a process for completing and submitting reports and complying with minimum record keeping requirements.**

## What record-keeping requirements apply?

Approved organisations/health practitioners are required to keep WDO records containing the following information:

- full copies of all applications made to SDRO, along with supporting documentation
- a copy of the WDO and/or any correspondence from SDRO declining to issue an order
- documentation showing the level of compliance with the order (this may include: running sheets listing the hours or days of attendance or participation; completion of any assessments; notes documenting compliance with any course of treatment).

Requirements for the storage of and access to WDO records are set out in the 'WDO Guidelines'.

These requirements to give access to records relate only to the WDO paperwork, and do not allow access to the client's general file.

## What reporting requirements apply to approved organisations and health practitioners?

Approved organisations/health practitioners are required to report to SDRO monthly on the progress of all active WDOs under their supervision, or being completed for (or on behalf of) them.

Approved organisations/health practitioners can provide their monthly reports via the self service portal.

Monthly reporting is required so the client's debt can be progressively reduced as they complete each month of their WDO activities, or so that SDRO is advised of non-compliance with the WDO.

**Approved organisations/health practitioners must report to SDRO within seven days of the end of each reporting period.**